City of Manchester Health Department

Healthy Food Access Plan:

SURVEY & ROUNDTABLE RESULTS

New Venture Advisors LLC

SURVEY RESULTS

SURVEY SUMMARY

The community survey was open to all City of Manchester residents from August through October of 2022.

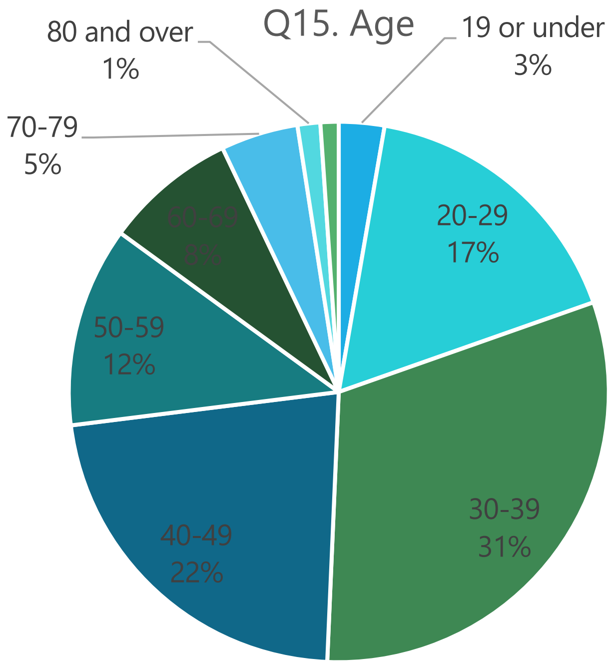
The Manchester Health Department distributed the survey digitally through their network and partner networks and in person at a variety of public wellness events such as:

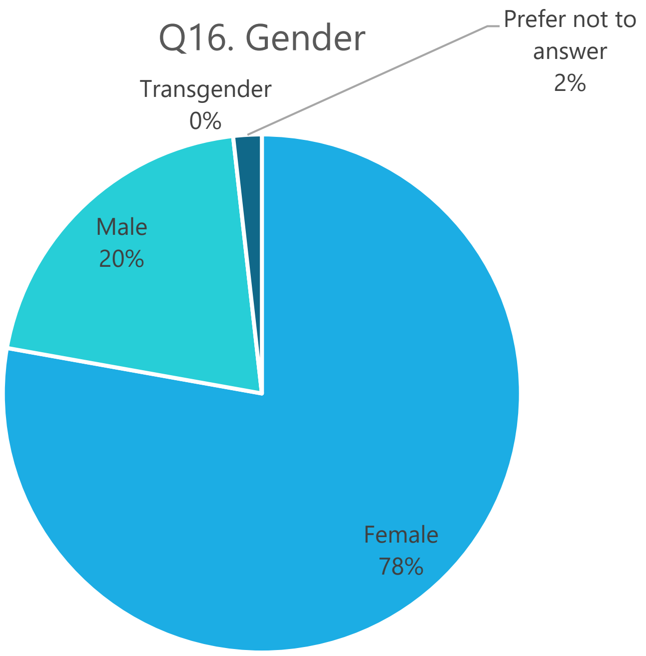
- Manchester Wellness on Wheels
- NeighborWorks Block Party
- Hope for NH Recovery
- CelebratED
- Ward 7 Neighborhood Meeting
- Rimmon Street Heights Block Party
- National Night Out

The survey had 411 total responses, analyzed below.

DEMOGRAPHICS I

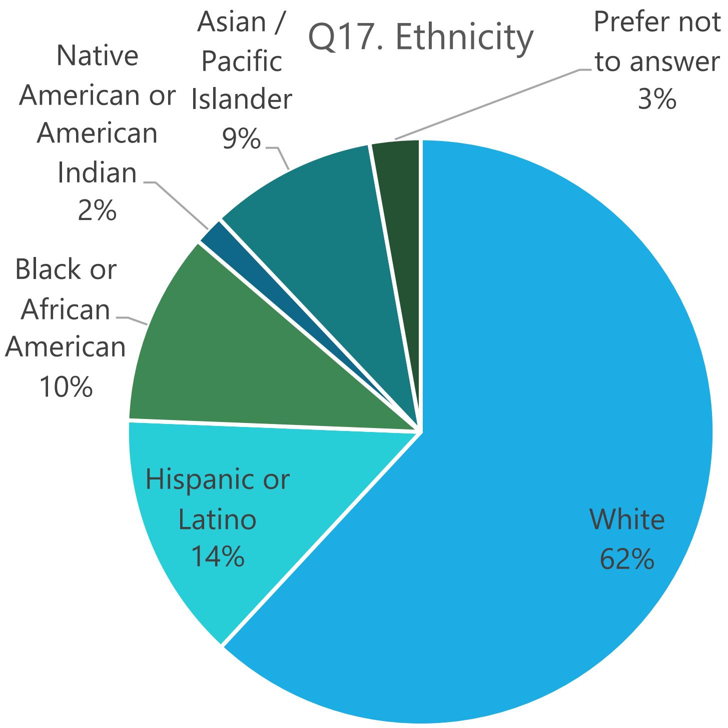
Q14. Zip Code	Count	%
03101	36	10%
03102	103	28%
03103	131	36%
03104	65	18%
03105	4	1%
03108	1	0%
03109	15	4%
03111	0	0%
Total Respondents	**364**	
Other	8	
03045	*Goffstown*	
03281	*Weare*	
01440	*Gardner, MA*	
03106	*Hooksett*	
03867	*Rochester*	
03110	*Bedford*	
03043	*Francestown*	

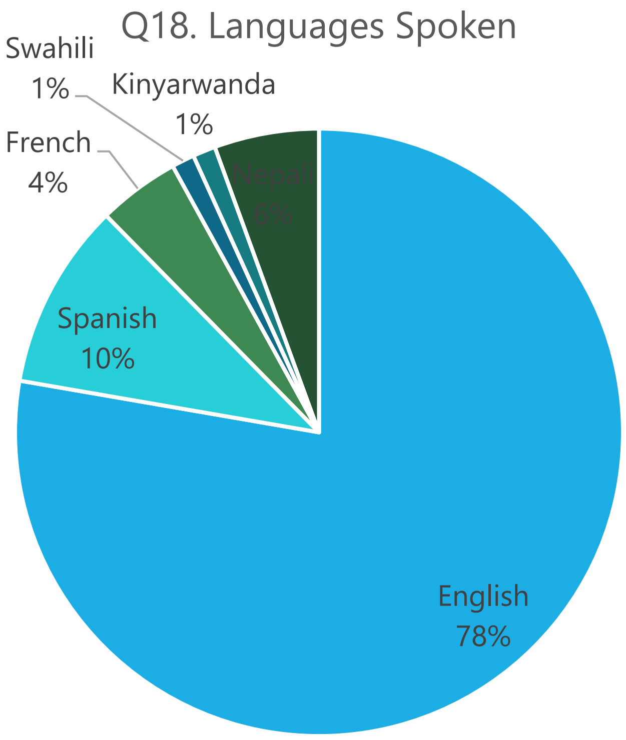




- Most respondents came from 03103 and 03102 and are between ages 30-49. No responses from 03111.

DEMOGRAPHICS II



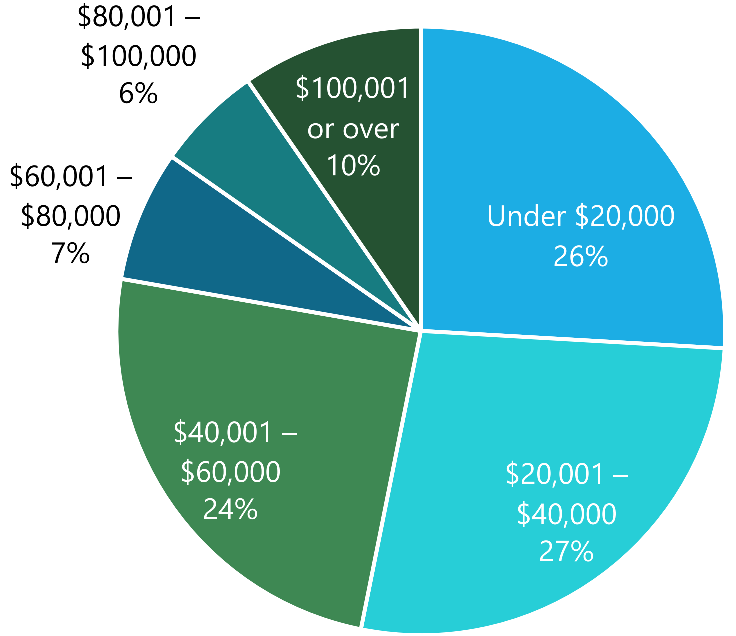


Total Respondents: 362

- Most respondents were White (221 out of 362) followed by Hispanic or Latino (14%) and Black of African American (10%). This mirrors census reports of the City.
- Respondents reported 22 different languages spoken at home. After English, Spanish (10%) was the most common language followed by French (4%).

DEMOGRAPHICS III

Q24. Household Income



- Over half of respondents report making under $40k a year; a quarter under $20k/yr. 16% report making over $80k.

Q19 Highest Level of Education	Count	%
Less than a high school degree	45	13%
High school degree or equivalent	106	30%
Some college (1-4 years, no degree)	75	21%
Associate's degree (including occupational or academic degrees)	23	6%
Bachelor's degree (BA, BSc, AB, etc)	67	19%
Master's, Professional, or Doctorate degree	33	9%
Prefer not to answer	10	3%
Total Respondents	**359**	

Q20 Employment Status	Count	%
Employed - full-time, working at 1 position	154	44%
Employed - full-time, working at multiple positions	26	7%
Employed - part-time	54	15%
Unemployed	120	34%
Total Respondents	**354**	

Q21 Health Insurance Coverage	Count	%
Medicare	75	21%
Medicaid	109	31%
Affordable Care Act	12	3%
Private health insurance through a current or former employer	130	37%
Uninsured	27	8%
Total Respondents	**353**	
Other		
Prefer not to answer	2	

- Over half of respondents have a high school degree or some college; about a third have higher education degrees (BA or MA)
- About half of respondents are employed full time, with 7% working multiple jobs; a third of respondents are unemployed.
- Half of respondents are on either Medicare or Medicaid, 37% report private insurance and 8% are uninsured.

DEMOGRAPHICS IV

Q22 Adults Living in Household	Count	%
1	81	23%
2	191	53%
3	46	13%
4	19	5%
5 or more	21	6%
Total Respondents	358	

Q23 Children Living in Household	Count	%
0	141	40%
1	61	17%
2	72	20%
3	49	14%
4	19	5%
5 or more	10	3%
Total Respondents	352	

- Over half of respondents represent a 2-adult household; 25% have more than 2 adults and 23% have one adult.

- 60% of respondents report children in the household – ranging from 1-3 kids, 20% reporting 2 children. Fewer households have 4 or more kids (8%).

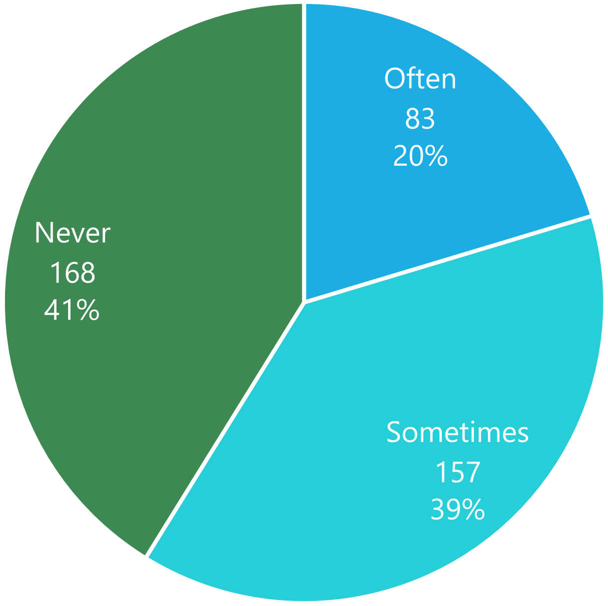
WHERE RESIDENTS BUY FOOD

Q1 Top Three Places You Get Food	Count	%
Grocery store (Market Basket, Wal-Mart, Aldi, Price Rite, Target, Hannaford, etc.)	369	90%
Restaurant or diner (sit down, carry out or delivery)	128	31%
Fast food restaurants (McDonald's, Subway, Dunkin' Donuts, etc.)	120	29%
Dollar store (Family Dollar, Dollar Tree, etc.)	114	28%
Food pantry or food bank	81	20%
Cafeteria or dining service (school, workplace, hospital cafeterias, senior center, health care center, residential care facility)	77	19%
Warehouse club (BJs, etc.)	68	17%
Farmers' market, farm stand, Community Supported Agriculture (CSA) program	64	16%
Gas station or convenience store (7-Eleven, Cumberland Farms, etc.)	45	11%
Specialty food stores (ethnic markets, bakeries, etc.)	39	10%
Meal or grocery home delivery (Meals on Wheels)	24	6%
Grow your own, hunt, fish	16	4%
Recover food from trash receptacles	6	1%
Other: Family	1	0%
Total Respondents	**410**	

- Most respondents buy food at a **grocery stores** (90%); followed by **restaurants** (31%), **fast food restaurants** (29%) and **dollar stores** (28%).

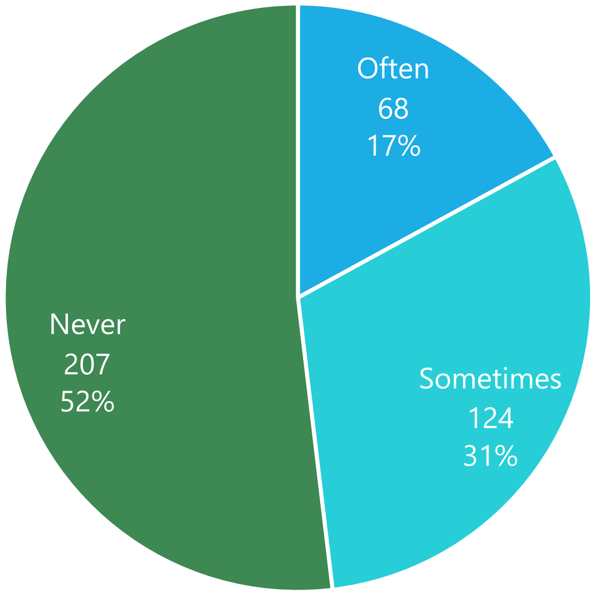
FOOD SECURITY

Q2 Within the past 12 months I **worried whether my food would run out** before I got money to buy more OR my SNAP benefits ran out



Total Respondents: 408

Q3 Within the past 12 months, **the food I bought ran out, and I didn't have money to get more.**

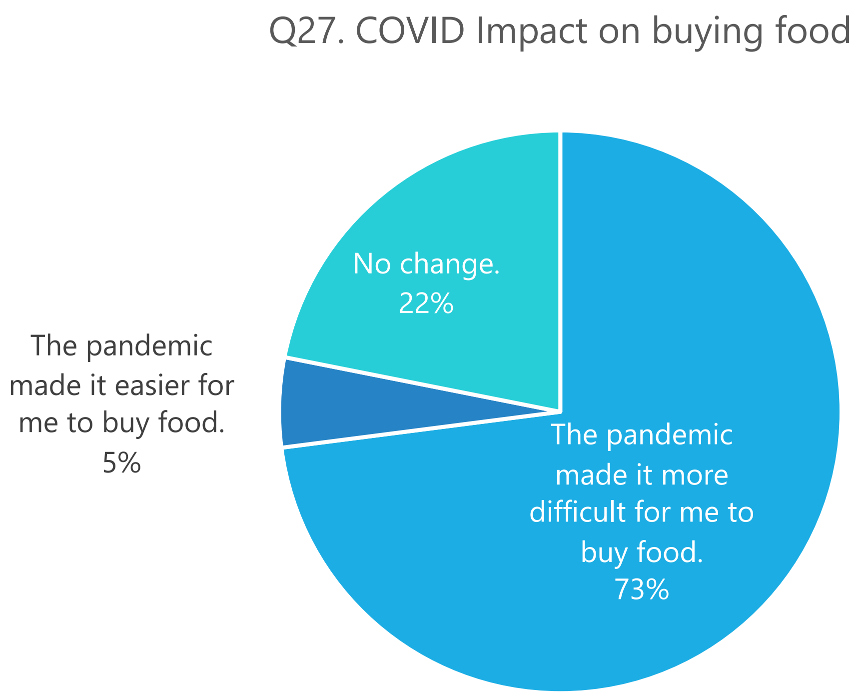


Total Respondents: 399

- Almost 60% of residents reported **being worried their food would run out.**
- 48% reported their **food did run out either 'often' or 'sometimes**' and they did not have money to buy more.

FOOD SECURITY II

- Almost three quarters of respondents said the **pandemic made it harder for them to buy food.**
- Top reasons were: not enough **money** (64%), **kinds of food** not available, not enough **time** to get to the store, and too **difficult to get to** the store



Q28 Why you or your household doesn't always have the kinds of food you want to eat. Select all that apply.	Count	%
Not enough money for food	148	64%
Kinds of food we want not available in stores or pantries	52	22%
Not enough time for shopping or cooking	44	19%
Too difficult to get to the store	38	16%
Not applicable	23	10%
On a special diet	19	8%
Lack of cooking knowledge or skills	17	7%
No kitchen equipment available to cook (stove, pots, knives)	14	6%
Not able to cook or eat because of health problems	6	3%
Total Respondents	**232**	

FOOD SECURITY III: INSIGHTS BY ETHNICITY

- **Hispanic respondents were more likely to report that they were worried food would run out AND that food did run out** and they did not have money to buy more, than their white counterparts and in comparison to any other ethnicity reported (65%).

Worried food would run out:
White and Hispanic comparison

Q2 x Q17	White	%	Hispanic	%
Often	49	22%	14	29%
Sometimes	80	37%	24	50%
Never	89	41%	10	21%
Total	218		48	

Food did run out and no money to buy more:
White and Hispanic comparison

Q3 x Q17	White	%	Hispanic	%
Often	39	18%	10	21%
Sometimes	67	31%	21	44%
Never	109	51%	17	35%
Total	215		48	

- **Black respondents were slightly more likely to report that food ran out** and they did not have money to buy more, than their white counterparts (*52% Black reporting often or sometimes vs 49% White).*

Food ran out and no money to buy more:
White and Black comparison

Q3 x Q17	White	%	Black	%
Often	39	18%	8	23%
Sometimes	67	31%	10	29%
Never	109	51%	17	49%
Total	215		35	

**Percentages are based on the total number of respondents from that ethnicity*

FOOD SECURITY IV: INSIGHTS BY LOCATION AND AGE

Worried food would run out and no money to buy more: **By age**

Q2 x Q15	*19 or under	%	20-29	%	30-39	%	40-49	%	50-59	%	60-69	%	70-79	%	*80 and over	%
Often	*3*	*30%*	13	21%	28	25%	18	22%	9	21%	2	7%	0	0%	*2*	*40%*
Sometimes	*4*	*40%*	26	42%	50	45%	28	34%	14	33%	11	38%	2	13%	*1*	*20%*
Never	*3*	*30%*	23	37%	34	30%	36	44%	20	47%	16	55%	14	88%	*2*	*40%*
Total	*10*		**62**		**112**		**82**		**43**		**29**		**16**		*5*	

**"19 and under" and "80 and over" had too few responses for analysis*

**Zips 03105, 03108, 03109, 03111 had no or too few respondents for analysis*

Worried food would run out and no money to buy more: **By zip**

Q2 x Q 14	03101	%	03012	%	03103	%	03104	%
Often	11	31%	23	23%	25	19%	11	17%
Sometimes	10	28%	41	28%	60	46%	19	29%
Never	15	42%	36	42%	46	35%	35	54%
Total	**36**		**100**		**131**		**65**	

- **Younger residents were more likely to report food insecurity,** 70% of the age group between of 30-39 reported worrying about food running out "often" and "sometimes" followed by ages 20-29. Ages over 60 were less likely.
- **Residents in zip code 03103 were more likely to report worry about food running out** and not having money to buy more, followed by 03101; residents in 03104 were less likely.

FOOD ACCESS PROGRAMS

Q5 Days/times of operation would make them more accessible	Count	%
Weekday mornings	69	19%
Weekday afternoons	58	16%
weekend afternoons	55	15%
Weekday evenings	54	15%
Weekend mornings	50	14%
Home delivery any day of the week	45	12%
Not Applicable	171	47%
Total Respondents	**366**	

Q6 Why free and reduced cost foods are not meeting needs	Count	%
Not enough fresh food offered	83	23%
Foods do not align with my culture	37	10%
Not enough kid-friendly food offered	35	10%
Foods are too difficult or time consuming to prepare	28	8%
Not Applicable	208	58%
Total Respondents	**358**	
Other: Not able to eat certain foods; cost; living in vehicle, transportation	6	

Q4 In the past 12 months what resources have you accessed to get free or reduced cost foods?	Count	%
I do not have need for these resources	148	40%
Other food pantries	88	24%
Supplemental Nutrition Assistance Program (SNAP)	72	20%
School lunch/breakfast or feeding programs	62	17%
Families in Transition	46	12%
Women, Infant, Children Program (WIC)	30	8%
Meals on Wheels	23	6%
Food for Children	18	5%
Boys & Girls Club	12	3%
Waypoint Youth/Young Adult Center	7	2%
Senior Food Program (CSFP)	6	2%
Granite YMCA	5	1%
The Caregivers NH	3	1%
Double Up Food Bucks	0	0%
Total Respondents	**369**	
Other		
Did not qualify	3	
Family	4	
Did not feel like I was the correct population	2	
Live alone and don't eat a lot	1	
Giftcards from Victory Women of Vision	1	
Don't have enough money	1	

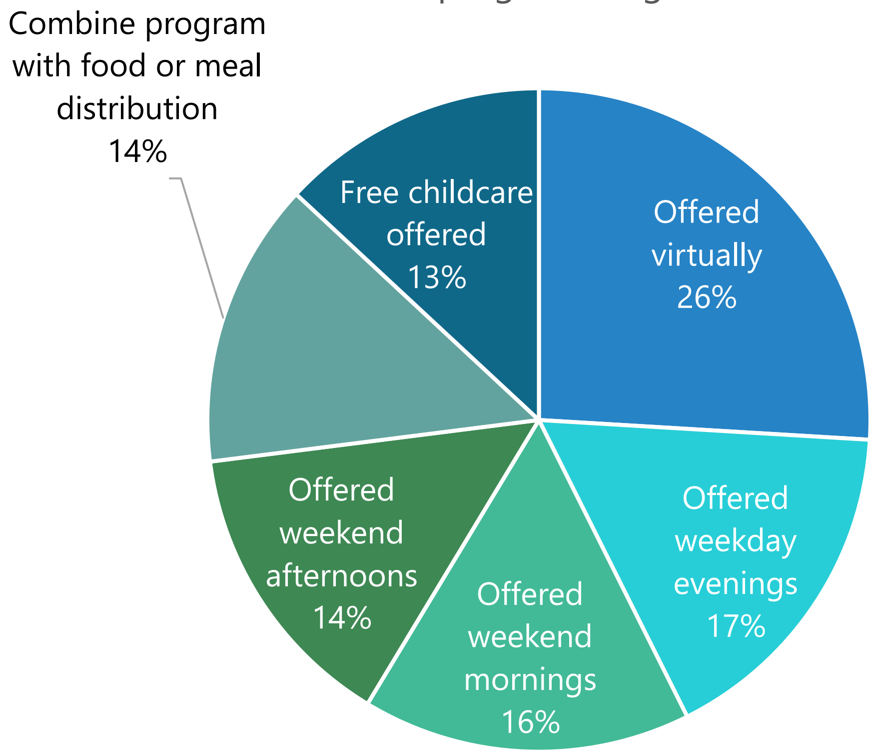
FOOD ACCESS PROGRAMS II: INSIGHTS ON UTILIZATION

Q3 x Q4	Often	%	Sometimes	%
Other food pantries	22	13%	47	27%
Families in Transition	18	10%	18	10%
SNAP	18	10%	29	17%
School lunch/breakfast or feeding programs	13	8%	20	12%
Meals on Wheels	9	5%	2	1%
I do not have need for these resources	8	5%	17	10%
Food for Children	6	3%	10	6%
Waypoint Youth/Young Adult Center	5	3%	2	1%
WIC	5	3%	10	6%
Boys & Girls Club	3	2%	4	2%
Granite YMCA	2	1%	3	2%
Senior Food Program	1	1%	1	1%
The Caregivers NH	0	0%	1	1%
Double Up Food Bucks	0	0%	0	0%
Total (Often + Sometimes)	**172**			

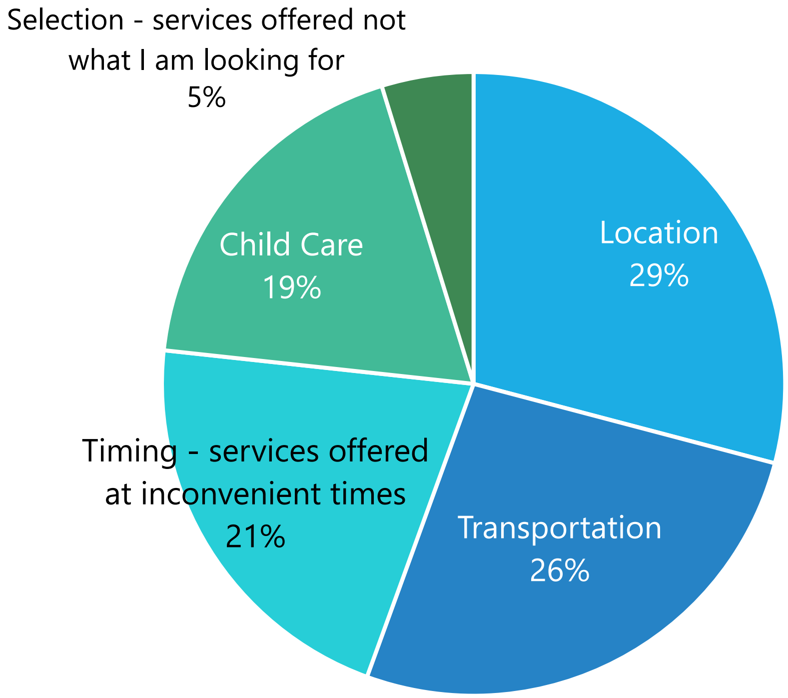
- Of those who said they often or sometimes run out of food and don't have money to buy more – 15% said they "don't have a need for these resources". This may indicate the need for more education or outreach regarding these programs.
- Food insecure individuals reported no utilization of the Double Up Food Bucks program and low enrollment in WIC.
- 27% of food insecure respondents report using SNAP.

FOOD ACCESS PROGRAMS III: PARTICIPATION BARRIERS

Q12. What would make it more likely to participate in programming?



Q13. Biggest challenges in accessing programming



- **Programs offered on the weekends or virtually** would increase participation in programming – although timing is split among respondents regarding time of day.
- **Location and transportation were top challenges** in accessing programming – the interest in virtual programming could alleviate some of these barriers.

FOOD ACCESS PROGRAMS IV: PARTICIPATION BARRIERS BY ZIP, AGE AND RACE

Q12 x Q14	03101	%	03102	%	03103	%	03104	%
Offered weekday evenings	5	19%	23	25%	27	23%	17	28%
Offered weekend mornings	8	30%	23	25%	28	24%	12	20%
Offered weekend afternoons	7	26%	21	23%	23	19%	8	13%
Offered virtually	6	22%	39	42%	36	30%	29	48%
Combine program with food or meal distribution	2	7%	21	23%	25	21%	12	20%
Free childcare offered	6	22%	11	12%	28	24%	12	20%
Total	27		92		119		61	

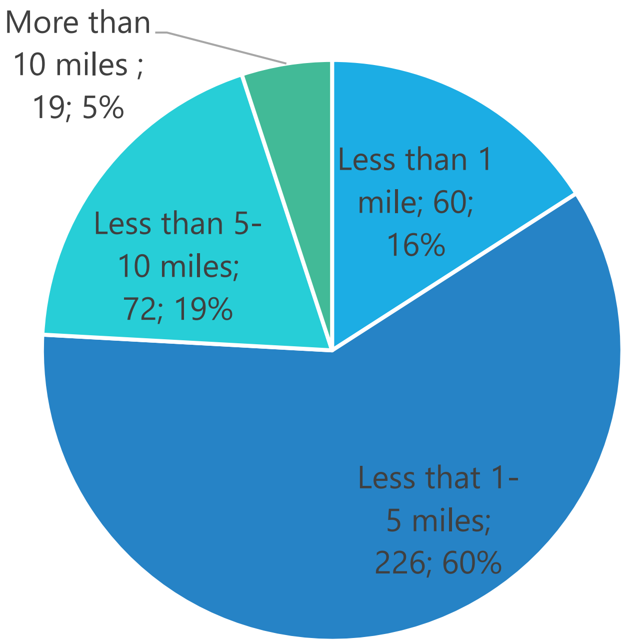
Q12 x Q15	20-29	%	30-39	%	40-49	%	50-59	%	60-69	%
Offered weekday evenings	17	29%	23	22%	16	22%	12	33%	4	19%
Offered weekend mornings	10	17%	31	30%	17	24%	7	19%	4	19%
Offered weekend afternoons	16	27%	25	24%	13	18%	5	14%	4	19%
Offered virtually	18	31%	37	35%	33	46%	12	33%	12	57%
Combine program with food or meal distribution	11	19%	26	25%	16	22%	4	11%	3	14%
Free childcare offered	12	20%	30	29%	11	15%	4	11%	0	0%
Total	59		105		72		36		21	

**Ages 19 and under and 70+ were not included due to low response rates in addition to Zip codes 03105, 04108, 03109, and 03111.*

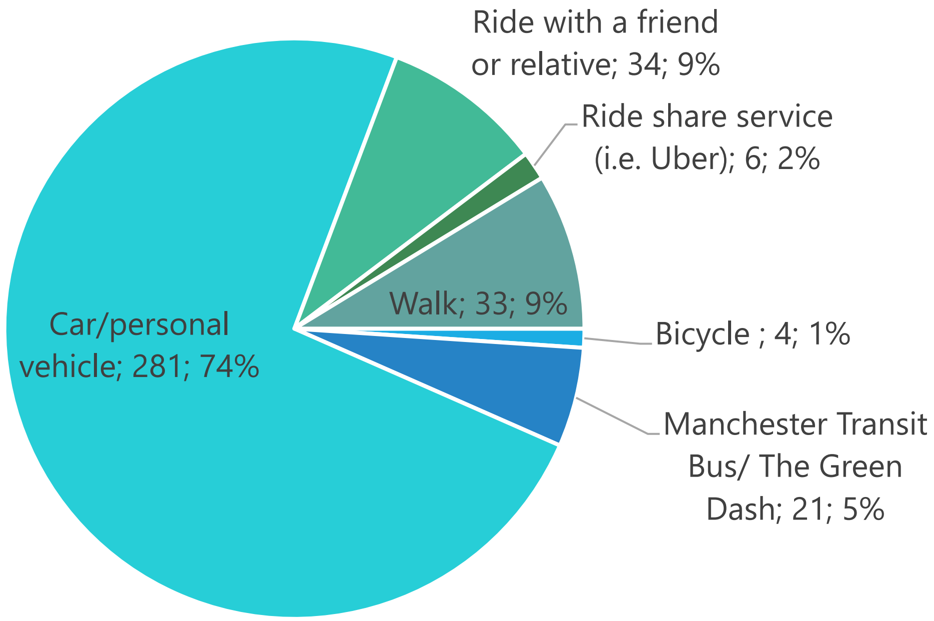
- **Interest in virtual programming** was consistent among zip codes and age groups.
- After virtual programming, **Weekend mornings** were popular among those aged 30-39 and 40-49 and residents in 03101 and 03103
- **Weekday evenings** was the next highest preference for ages 20-29 and 50-59 and those in 03104.
- **Hispanic respondents and Asian/Pacific Islander respondents** also preferred virtual programming over other options (42% of 45 respondents; 67% of 30)

TRANSPORTATION TO GET FOOD

Q7. How far you travel to get groceries



Q8. Transportation method to obtain food



- Most respondents use a car and travel between 1-5 miles to get groceries.

TRANSPORTATION BARRIERS

Q30. Biggest Challenges: Riding Bus	Count	%
The distance to the store	7	41%
Because the bus stop is far from my destination	4	24%
Because I can only carry a limited amount of bags onto the bus.	8	47%
Because I don't feel safe riding the bus.	1	6%
Not applicable.	1	6%
Total Respondents	**17**	

Q29 Biggest Challenges: Biking	Count	%
The distance to the store	1	25%
Because there is not a clearly designated bike route from my home to the store.	0	0%
Because I can only carry a limited amount of food.	3	75%
Because I don't feel safe biking in my neighborhood.	0	0%
Not Applicable	0	0%
Total Respondents	**4**	

Q31 Biggest Challenges: Driving or Riding Sharing	Count	%
The distance to the store	44	14%
I can't pay for gas or ride fare.	48	16%
I share rides with others, which limits when I can go.	18	6%
It's hard to keep my car fixed up or to pay for needed repairs.	27	9%
Traveling to get food takes me away from my home/work.	37	12%
Not applicable.	169	56%
Total Respondents	**304**	

Q32 Biggest Challenge: Walking	Count	%
The distance to the store	10	33%
Because there are no sidewalks or they are uneven/incomplete.	4	13%
Because I can only carry a limited amount of food, making my trips more frequent.	11	37%
Because I don't feel safe walking in my neighborhood.	4	13%
Not applicable.	10	33%
Total Respondents	**30**	

COOKING AND FOOD ACTIVITIES

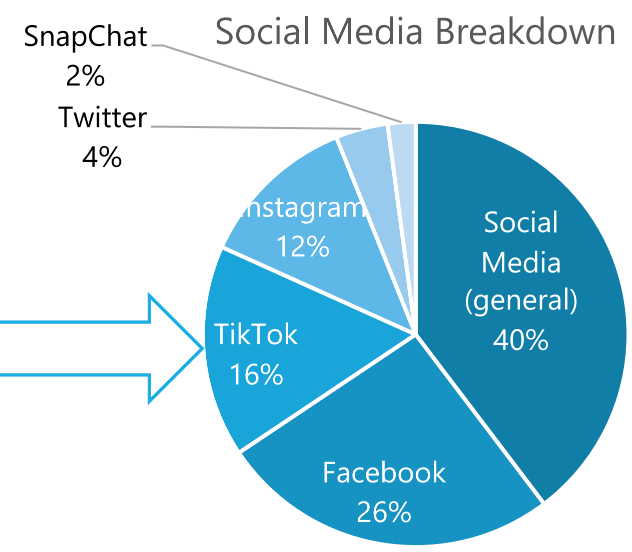
- Most respondents report knowing how to cook and have the space and tools to cook. Slightly fewer report having enough time to cook (26% said they don't)
- 27% of respondents report gardening and knowing how to grow food and 36% report wanting to learn more about how to grow/hunt/fish.
- Few respondents participate in a community garden, raise animals or hunt/fish (under 7%); slightly more know where the community gardens are (19%) even though they may not be participating in one (7% are participating).

Q9 Personal Cooking Qs	Yes	%	No	%	Total Respondents
I know how to cook	353	96%	14	4%	367
I have enough space to cook	320	87%	47	13%	367
I have the tools I need to cook (i.e., knives, pots, pans, stove etc.)	329	90%	36	10%	365
I have enough time to cook	269	74%	96	26%	365
I have a safe place to cook	333	92%	28	8%	361
Total Participants	**370**				

Q10 Gardening and Hunting/Fishing Qs	Yes	%	No	%	Total Respondents
I currently garden and know how to grow food	98	27%	267	73%	365
I participate in a community garden	25	7%	334	93%	359
I raise animals in my yard (e.g., chickens).	17	5%	342	95%	359
I know where the community gardens are in my community	69	19%	293	81%	362
I currently hunt or fish for food	18	5%	343	95%	361
I would like to learn more about how to grow/hunt/fish for my own food and regulations about these activities.	128	36%	230	64%	358
Total Participants	**368**				

NEWS SOURCES

Q11 Sources to learn about food	Count	%
Social media	213	57%
TV	141	38%
From friends and family	118	32%
Online news	73	20%
Not Applicable	53	14%
Radio	43	12%
My doctor or health clinic	42	11%
Food assistance programs (SNAP, WIC, etc.)	34	9%
Print (Parenting NH)	23	6%
City of Manchester Health Department	20	5%
NH Food Bank - Cooking Matters	18	5%
The library	17	5%
UNH Cooperative Extension Nutrition Connection Program	10	3%
Granite YMCA	4	1%
My religious/faith community	4	1%
Other: cookbooks, podcasts	2	
Total Respondents	**371**	



- **Social media, television, and learning from friends and family** were the top three most common ways respondents learn about food.
- Facebook, TikTok, and Instagram were the most popular social media sites to get food information.
- About half of respondents making less tan $20k/yr report that **television is their top news source** to learn about food (50%)
- 15% of 30-39 year olds and those making under $20k/yr report learning about food through **food assistance programs.**

FINDINGS:
ROUNDTABLE DISCUSSIONS

SUMMARY OF EVENTS

Date	Event	Attendees
9/14/22	NH Fisher Cats	4
9/20/22	Mentor Nepali	6
9/20/22	Mentor Spanish	6
9/29/22	St. Raphael's Group 1	13
9/29/22	St. Raphael's Group 2	11
9/30/22	MHA Kalivas	16
10/5/22	Gossler Park School	7
10/6/22	Beech Street School	6
10/11/22	NeighborWorks Spanish	14
10/13/22	NeighborWorks English	1

Over the course of 1 month, between mid-September and mid-October, MDH and partners facilitated **10 roundtable events** with a total of **84 community participants**.

Facilitators led focused discussions on the accessibility of healthy food in Manchester using questions below:

1. What does "healthy food" mean to you?
2. What challenges/barriers make it difficult for you, your family, or neighbors to access healthy and appropriate food?
3. What would make it easier for you, your family, and your neighbors to access healthy food and food from your culture?
4. What neighborhoods or communities in particular struggle with accessing healthy food in Manchester?

THEMES

The qualitative data gathered from these roundtable discussions was sorted into the following categories for analysis:

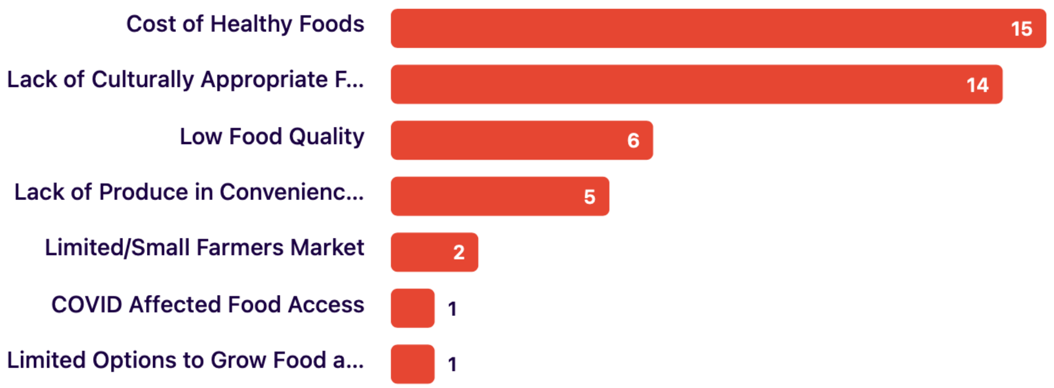
1. Food Cost / General Access Challenges
2. Grocery Store Access Challenges and Solutions
3. Food Pantry Access Challenges and Solutions
4. Public Transit Challenges and Solutions

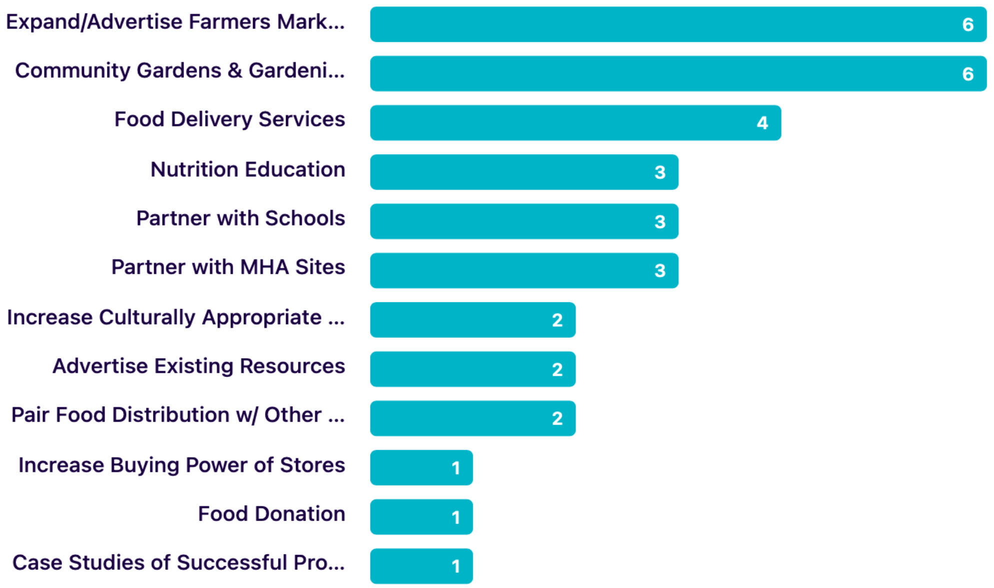
Additional data points were gathered around residents' definitions of "healthy foods" and their mentions of various geographic areas within Manchester.

FOOD COST/ GENERAL ACCESS

Major challenges highlighted around the cost and general accessibility of foods included **high food costs**, **lack of culturally appropriate foods**, and **frustration with the quality of foods available** at local food access points.

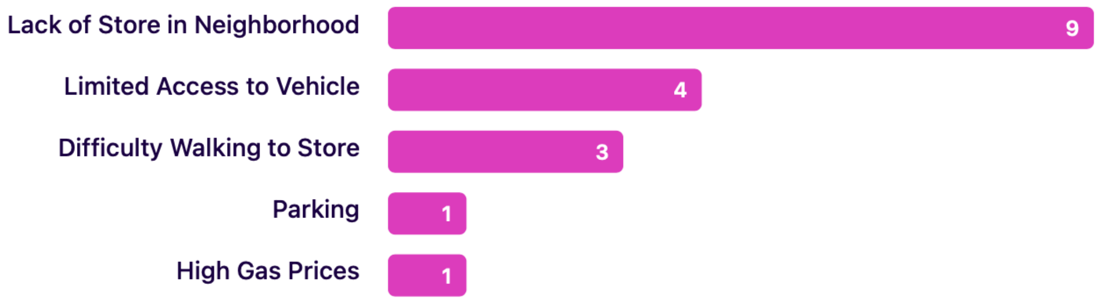
Solutions included suggestions for **expanding access to fresh, local food through farmers markets and community gardens**, as well as the **importance of partnering with community resources** such as schools and MHA sites for distribution and education.





GROCERY STORE ACCESS

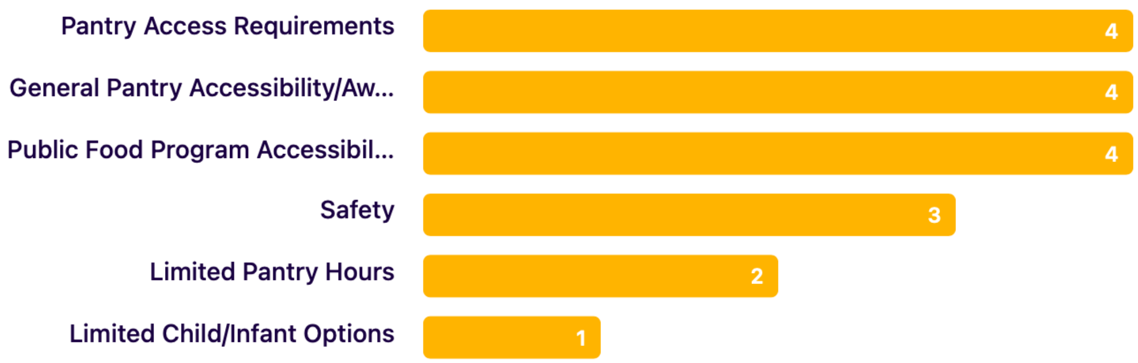
Discussion around grocery store access highlighted a clear **need for additional food access points equitably distributed across Manchester**. Residents noted a lack of stores in several neighborhoods, especially those on the **Westside**, coupled with issues accessing those including limited vehicle access and/or impassable walking routes.

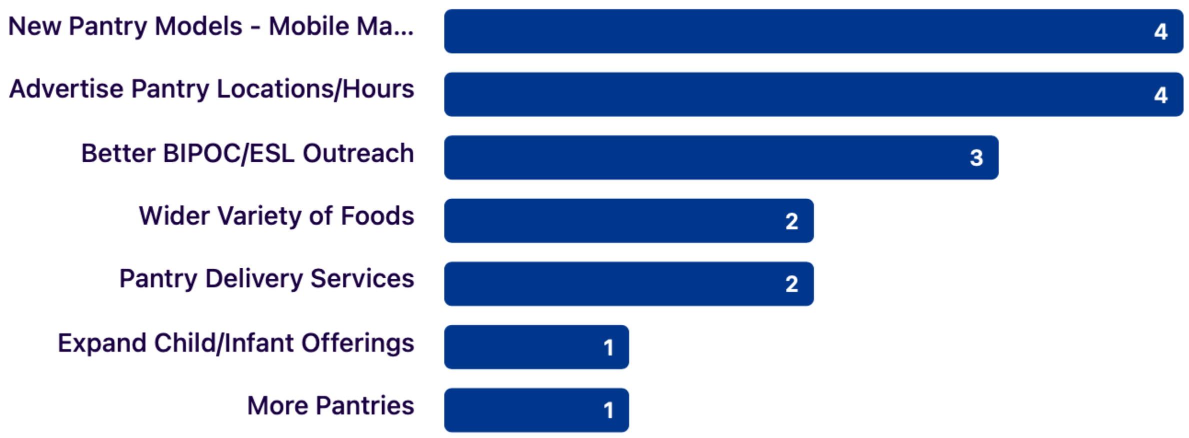


FOOD PANTRY ACCESS

Major challenges to food pantries included **access requirements** such as requests to show identification, **lack of awareness of programs/hours available**, **arduous public food program applications**, and **safety concerns** at food distribution sites.

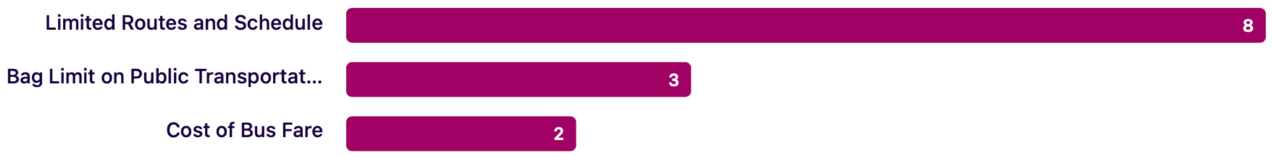
Residents were interested in seeing **alternative pantry models** such as mobile markets, pop up pantries, or drive through pantries that would better accommodate their circumstances. They also wanted **clearer information on pantry locations and hours** and **outreach targeted at communities in need.**

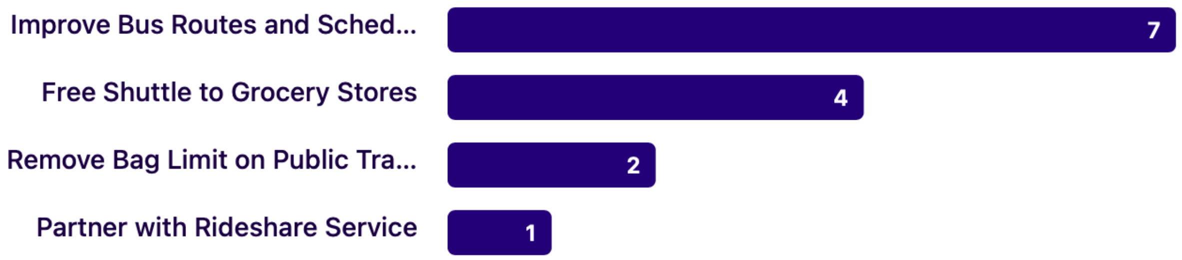




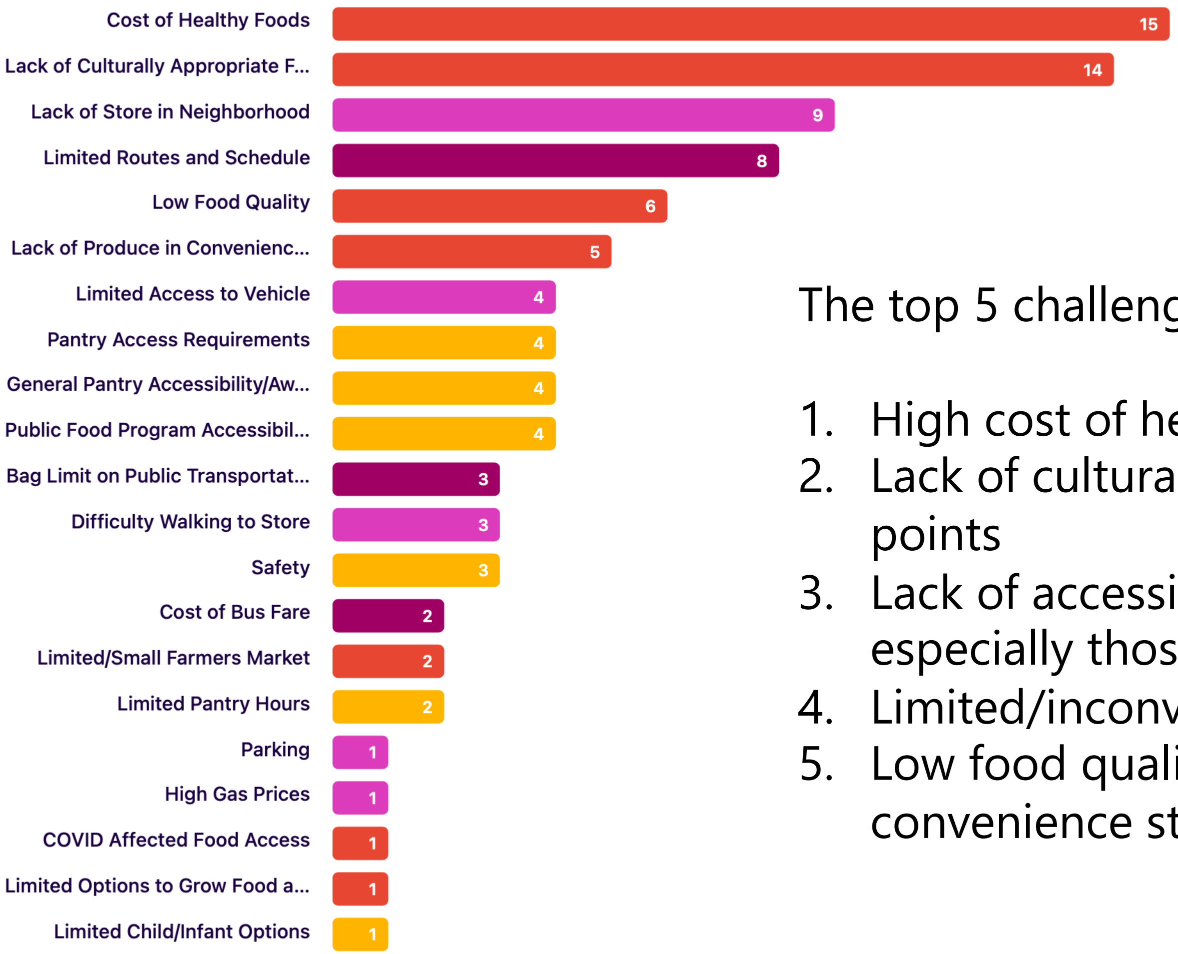
PUBLIC TRANSPORT ACCESS

Another focus of the roundtable discussions was a **lack of reliable access to convenient public transport**. Residents highlighted that current bus schedules do not align with their own and the routes are not convenient for accessing food. There was a **clear collective need for an audit and adjustment of the Manchester bus routes and schedules to better connect residents with their community resources**. In addition, residents using the bus system to transport food need an **exception to the bus bag limit** to reduce the number of trips needed.





HEALTHY FOOD ACCESS CHALLENGES SUMMARY



The top 5 challenges to healthy food access were:

1. High cost of healthy foods
2. Lack of culturally appropriate foods at Manchester food access points
3. Lack of accessible Grocery Stores in many neighborhoods, especially those on the Westside
4. Limited/inconvenient bus routes and schedules
5. Low food quality/ a lack of fresh and healthy foods offered at convenience stores

HEALTHY FOOD ACCESS SOLUTIONS SUMMARY

The top 7 solutions to healthy food access were:

1. Improve bus routes and schedules
2. Expand and advertise Farmers Markets
3. Expand and utilize Community Gardens, including gardening and nutrition education
4. Open a new supermarket, preferably on the Westside
5. Offer alternative options for accessing food including free grocery store shuttles, food delivery services, etc.
6. Explore new pantry models such as mobile markets, pop up markets, drive through pantries, etc.
7. Improve advertising and outreach about pantry and food distribution locations and hours

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